

Gang,

Even though this person is using a case reference to this summer's outage, they are really referring to one that just happened.

----- Forwarded by [REDACTED] on 01/18/2007 10:46 AM -----



01/18/2007 09:42 AM

To dpward@aol.com

cc AskPSC@NYSDPS

Subject Fw: WebFormSubmission for - Case 06-M-1078 --1/18/2005

Dear Consolidated Edison Customer;

Thank you for your comments regarding the Con Edison's electric outages. Department of Public Service staff is undertaking a full investigation of Con Edison's response to the outages and resulting concerns and problems caused by the storm(s) and outages. I have forwarded your comments to the staff team that is reviewing Con Edison's response. Your concerns will become part of the investigation.

I have also forwarded your complaint to the Commission's Call Center so that, at the least, a complaint for Poor Customer Service can be entered against Con Ed.

Again, thank you for taking the time to share your experience with the Public Service Department as we look into this matter.

----- Forwarded by Jeffrey Wagner/OCS/NYSDPS on 01/18/2007 09:39 AM -----



"Dept. of Public Service" <dpswww@pscbs.dps.state.ny.us>

01/18/2007 08:34 AM

To askpsc@dps.state.ny.us

cc

Subject WebFormSubmission for - Case 06-M-107

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Submission for Public Statement Hearings - Case 06-M-1078

Date: 1/18/2005
NAME: Denise P. Ward
StreetAddress: 137 Hillanddale Drive
City: New Rochelle
State: NY
Zip: 10804
Telephone:
Email: dpward@aol.com

Question 1:

We had no power for almost 4 days over a holiday weekend. Con Ed representatives constantly lied over the phone that the service would be on by x time, only to have continued blackout & no response time. They kept saying that a crew was working & a crew was not dispatched until day 4, when the PSC finally reopened after the holiday & I was able to call the PSC & the PSC called them.

Question 2:

Absolutely horrible communication. Representatives lied to get you off the phone, claimed they could not tell you where their representatives were & when they anticipated a resolution. They kept saying there was no way for them to contact their field crews. They also lied about how many people were actually working.

Question 3:

Yes, I contacted them countless times, at least 3 times a day for all 4 days. I was lied to endlessly. I was also told after the outage, when I reported my claim for food that was spoiled because of the blackout, that I would be reimbursed, which I was not. When I complained to the PSC, there was no follow up. I lost over \$350 worth of food for a party which I had to cancel because it spoiled.

Question 4:

Incompetent, non-responsive, total disregard for their position as a monopoly, blaming everyone & everything else for their failure to be informed and prepared. In 2006, in these times of instant communication, how can they say they don't have a way to reach their field crews & be credible.

Question 5:

Immediate response crews, accurate information over the radio, crews in visible locations, intelligent response from phone reps. Of course we, the public should be compensated for losses.

Question 6:

Fines, which should be paid over to the customers who had no power in the form of rebates. Management in particular should be held PERSONALLY LIABLE & pay the money to the customers for the losses. Demand that crews have a person on the crew responsible to communicate immediately with the main office...electronically &/or by phone. Demand a written plan within a very short time for tree maintenance in Westchester, which they claimed was the cause of their problem. They are the power company, it is their responsibility to deliver the power regularly & safely; it's not like we can go somewhere else to get it.
